Water regulations

Temporary virtual inspections

The health and safety of our customers and staff is our top priority in these challenging times, so we've been working hard to set up ways to virtually complete your water regulations inspections.

We're happy to say that we are now accepting photos as means to conduct our inspections.

Where to submit your photos

If you can show that your work meets the water regulations criteria via the required photos listed on the next page, you can send them to us by email at developer.services@thameswater.co.uk and we'll be in touch within 5 working days.

Please note, emails have an attachment size limit of 10MB.

If your images are too large, consider saving them in a lower resolution or compressing the file. Alternatively, you can submit two emails – if you do this, please make a note in the body of the email.

Read our technical guide

If you need further information on how to lay your pipework, or you're confused about some of the terms we use below, check out our Getting You Connected guide.

Need a hand?

If you're a homeowner, it's best to get in touch with your plumber or builder to support with this process.
We're here if you have any questions – call 0800 009 3921 (open 8am – 4pm, Monday to Friday) or email us at developer.services@thameswater.co.uk.

Photo requirements

Please label the file name for each photo with the following:

- If you're a homeowner – the first line of your address
- If you're a developer – the site name and plot number

Please submit photos of the following:

1. Front of the site with the trench in, to confirm the point of entry is as per the design.
2. The trench at 3 points (point of entry, middle, and entry point to the building) with a tape measure to confirm the depth (750mm – 1350mm).
3. The soft sand or pea shingle on the bed of the trench.
4. The ducting as it enters the building
5. The ducting as it comes through into the inside of the building
6. The flooring as the duct comes through the wall of the property
7. The ducting sealed at the start
8. The ducting sealed at the end
9. If your connection is into a basement, please provide photos of the ducting and insulation next to the internal stop valve.
10. If your connection is to a standpipe, please provide photos of the pipe fitted to the standpipe, with a drain plug, double check valve and stop valve.
11. The internal stop valve fixed to the wall. This should show a British Standard (BS) or European Standard (EN) number, or Water Regulations Advisory Scheme (WRAS) approval, to prove that the product is approved for use in contact with public water supplies. If there is no stamp, then please provide the paperwork to support.
12. The stamp on the pipework to show pipe size. If your pipe doesn't have a stamp, please supply a photo of a tape measure showing pipe diameter or an invoice as supporting evidence.
13. If commercial or combined fire supplies, please show a photo of double/single check valve showing BS or EN number or WRAS approval and if no stamp then paperwork to support.
14. If you have a barrier pipe, please take a close-up photo to show the pipe material.
15. If there are any other services in the same trench (e.g. gas, electric, broadband), please take a photo to show the measurement between the newly laid water pipe and the other services. See page 7 of our Getting You Connected guide for the spacing requirements.

What happens next?

Once you've submitted your request for an inspection, we'll be in touch within 5 working days to discuss your work.

If your photos do not clearly show what we have asked, we may request more, or ask for a video call to see your site. If we need more information, an engineer will contact you to discuss next steps.

Please be aware that if we attend your site to install your connection and there's an issue with your supply that's not shown on your pictures, this may affect our ability to progress with your connection.